

# The Daily

Statistics Canada

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## Releases

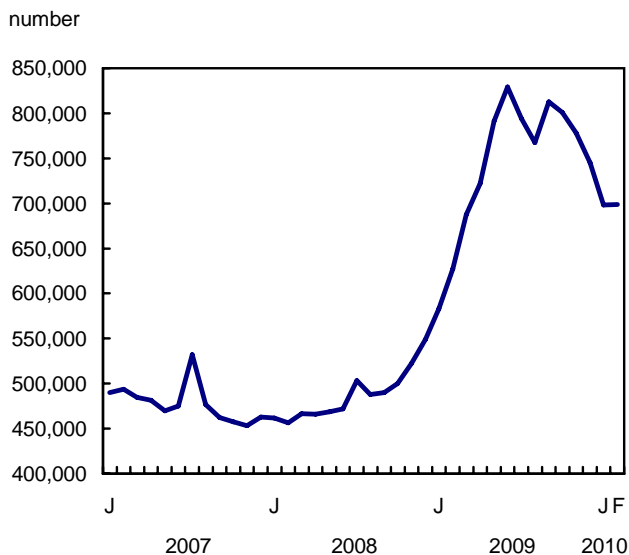
### Employment Insurance

February 2010

In February, 698,800 people received regular Employment Insurance (EI) benefits, virtually unchanged from the previous month.

The number of people receiving regular EI benefits has declined by 130,500 since the peak of 829,300 last June.

#### The number of Employment Insurance recipients has trended down since June 2009



To receive EI benefits, individuals must first submit a claim. In February, 237,500 initial and renewal claims were received, down slightly from the previous month.

The number of claims edged down in most provinces, particularly in Ontario (-2,700), Quebec (-1,600) and Alberta (-1,000). The number of claims provides an indication of the number of people who could become beneficiaries.

#### Note to readers

All data in this release are seasonally adjusted unless otherwise specified.

Each month, Statistics Canada provides analysis of the current labour market situation, using Employment Insurance (EI) statistics and other sources. Earlier in April 2010, the Labour Force Survey (LFS) provided a picture of overall labour market conditions, including unemployment, total employment and those affected by changes in the labour market. In this release, Statistics Canada provides additional sub-provincial detail through the EI statistics. Details by industry will follow with data from the Survey of Employment, Payrolls and Hours (SEPH).

EI statistics are produced from an administrative data source from Human Resources and Skills Development Canada. These statistics may, from time to time, be affected by changes to the Employment Insurance Act or administrative procedures. The number of regular beneficiaries and the number of claims received for January and February 2010 are preliminary.

The number of beneficiaries is a measure of all persons who received EI benefits from the 14th to the 20th of February. This period coincides with the reference week of the LFS.

EI statistics indicate the number of people who received EI benefits, and should not be confused with data coming from the LFS, which provides information on the total number of unemployed people.

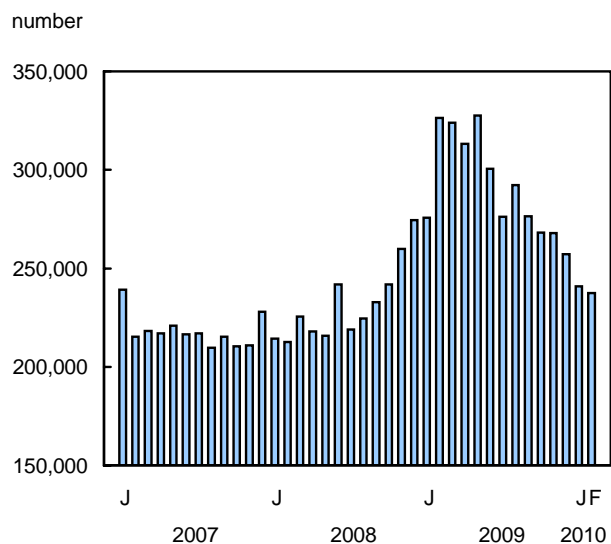
There is always a certain proportion of unemployed people who do not qualify for benefits. Some unemployed people have not contributed to the program because they have not worked in the past 12 months or their employment is not insured. Other unemployed people have contributed to the program but do not meet the eligibility criteria, such as workers who left their job voluntarily or those who did not accumulate enough hours of work to receive benefits.

The change in the number of regular EI beneficiaries is the reflection of various situations, including people becoming beneficiaries, people going back to work, and people exhausting their regular benefits.

The data on employment used in this analysis are drawn from the LFS.

The number of initial and renewal claims received has been on a downward trend since May 2009, with declines in every province.

### The number of claims received has been trending down since May 2009



### Provincial analysis

In Ontario, the number of people receiving regular benefits declined by 6,100 to 224,100. This brought the total decrease since June 2009 to 62,500 (-21.8%). During this period, employment in Ontario increased in both the goods and service sectors.

In Alberta, the number of EI recipients edged down 1,700 to 57,200 in February, bringing the total decline since June 2009 to 5,600.

In British Columbia, the number of EI recipients fell by 1,200 to 80,400. This brought the total decline since June 2009 to 13,800. Over the same period, there were more workers in a number of industries in the service sector.

There was little or no change in the number of beneficiaries in February in the other provinces.

### Sub-provincial and demographic overview

#### More large centres show year-over-year decline in beneficiaries

Employment Insurance data by sub-provincial region, sex and age are not seasonally adjusted. Therefore, they are compared on a year-over-year basis.

Between February 2009 and February 2010, 51 of the 143 large centres had fewer beneficiaries (see map). This is a marked change from previous months when

few centres experienced decreases. Large centres are those with a population greater than 10,000.

In Quebec, the number of beneficiaries declined in two-thirds of its 33 large centres between February 2009 and February 2010. The largest percentage declines were in Val-d'Or, Matane, Saint-Georges, Sept-Îles and Amos. In Montréal, although the number of beneficiaries rose by 14.5% to 86,400, this was the smallest year-over-year increase since December 2008.

In Ontario, most large centres experienced an increase in the number of EI recipients between February 2009 and February 2010. However, more large centres showed declines than in previous months. The most notable decrease occurred in Windsor where the number of beneficiaries dropped by 35.9% to 7,600, the first decrease since June 2008. Other large centres with notable declines in the number of beneficiaries included Woodstock, Guelph, Midland and Stratford.

The most notable increase occurred in Greater Sudbury, up 51.6% to 5,700.

Toronto recorded 8,900 more EI recipients in February compared with the same month in 2009, a 9.8% increase. This was the smallest year-over-year increase in the number of beneficiaries since October 2008.

The number of EI recipients rose in all large centres of Alberta. However, the rate of increase in all centres was slower than in previous months. The number of beneficiaries doubled or nearly doubled in Camrose, Grande Prairie, Brooks and Cold Lake. In Calgary, the number of beneficiaries rose by 63.0% to 20,100 over the 12-month period. In Edmonton, the number of recipients increased 54.0% to 17,700.

In British Columbia, there was a decline in 8 of 25 large centres, with the most pronounced decrease in Williams Lake. In centres where the number of beneficiaries rose over the 12-month period ending in February, the increase was less pronounced than in previous months.

In Vancouver, the number of recipients increased by 28.8% to 37,500; in Victoria, it rose by 24.9% to 4,500.

#### Larger increases in the number of female beneficiaries but slower increases among men

Between February 2009 and February 2010, the number of female EI beneficiaries rose 15.6%, compared with a 4.2% increase among men. This contrasts with most of 2009 when the rate of growth was faster among men than women. Despite the recent shift towards faster growth among women beneficiaries, there are twice as many men than women receiving EI benefits.

Among people under the age of 25, the number of beneficiaries rose 3.8%, the slowest year-over-year increase of all age groups. Among men in this age group, the number of beneficiaries was almost unchanged (+0.3%), while among young women, the increase was 17.2%.

The number of EI recipients aged 25 to 54 rose by 33,400, or 5.9%. Among men, the increase was 2.7% and among women, 12.7%. This was the second consecutive month in which the year-over-year growth was faster among women than men in this age group.

For the second consecutive month, people aged 55 and over experienced the fastest year-over-year rate of increase in the number of beneficiaries (+17.3%). The increase among women was 27.3%, and among men, 13.0%.

Available on CANSIM: tables 276-0001 to 276-0006, 276-0009, 276-0011, 276-0015 and 276-0016.

Definitions, data sources and methods: survey number 2604.

Data tables are also now available online. From the *Subject* module of our website, choose *Labour*.

Data on Employment Insurance for March will be released on May 20.

A set of maps, *Employment Insurance Statistics Maps*, February 2010 (73-002-X, free), is now available online. The maps show percent changes in the number of people receiving regular EI benefits for all census metropolitan areas and census agglomerations in Canada. From the *Key resource* module of our website, under *Publications*, choose *All subjects*, then *Labour*.

For more information, or to order data, contact Client Services (toll-free 1-866-873-8788; 613-951-4090; [labour@statcan.gc.ca](mailto:labour@statcan.gc.ca)). To enquire about the concepts, methods or data quality of this release, contact Vincent Ferrao (613-951-4750) or Dominique Pérusse (613-951-4064), Labour Statistics Division.

## Employment Insurance: Statistics by province and territory

	January 2010 <sup>P</sup>	February 2010 <sup>P</sup>	January to February 2010	February 2009 to February 2010	January to February 2010	February 2009 to February 2010
Seasonally adjusted						
	number		change in number		% change	
<b>Beneficiaries receiving regular benefits</b>						
<b>Canada</b>	<b>698,090</b>	<b>698,840</b>	<b>750</b>	<b>71,370</b>	<b>0.1</b>	<b>11.4</b>
Newfoundland and Labrador	38,880	38,800	-80	350	-0.2	0.9
Prince Edward Island	8,580	8,630	50	610	0.6	7.6
Nova Scotia	32,700	32,950	250	2,310	0.8	7.5
New Brunswick	34,690	34,500	-190	1,630	-0.5	5.0
Quebec	193,680	193,900	220	7,130	0.1	3.8
Ontario	230,210	224,120	-6,090	18,000	-2.6	8.7
Manitoba	16,110	16,030	-80	3,050	-0.5	23.5
Saskatchewan	12,930	13,010	80	2,240	0.6	20.8
Alberta	58,940	57,240	-1,700	23,060	-2.9	67.5
British Columbia	81,580	80,400	-1,180	13,370	-1.4	19.9
Yukon	1,020	1,040	20	110	2.0	11.8
Northwest Territories	920	920	0	70	0.0	8.2
Nunavut	520	500	-20	30	-3.8	6.4
<b>Initial and renewal claims received</b>						
<b>Canada</b>	<b>240,790</b>	<b>237,470</b>	<b>-3,320</b>	<b>-88,920</b>	<b>-1.4</b>	<b>-27.2</b>
Newfoundland and Labrador	9,350	9,320	-30	-870	-0.3	-8.5
Prince Edward Island	2,420	2,450	30	-120	1.2	-4.7
Nova Scotia	9,750	9,610	-140	-1,070	-1.4	-10.0
New Brunswick	9,900	10,400	500	-300	5.1	-2.8
Quebec	71,240	69,600	-1,640	-14,660	-2.3	-17.4
Ontario	74,190	71,510	-2,680	-38,360	-3.6	-34.9
Manitoba	8,160	7,410	-750	-1,110	-9.2	-13.0
Saskatchewan	5,890	5,830	-60	-560	-1.0	-8.8
Alberta	21,450	20,450	-1,000	-7,580	-4.7	-27.0
British Columbia	28,810	28,080	-730	-13,410	-2.5	-32.3
Yukon	300	290	-10	-20	-3.3	-6.5
Northwest Territories	360	330	-30	0	-8.3	0.0
Nunavut	180	200	20	0	11.1	0.0

<sup>P</sup> preliminary

**Note:** The number of beneficiaries receiving regular benefits excludes claimants receiving training, job creation and self-employment benefits as well as other employment and support measures benefits.

# Beneficiaries receiving regular benefits by age group, sex, province and territory

	February 2009	February 2010 <sup>P</sup>	February 2009 to February 2010	February 2009 to February 2010
Unadjusted for seasonality				
	number		change in number	% change
<b>Canada</b>				
Both sexes	805,150	866,620	61,470	7.6
Under 25 years	94,460	98,020	3,560	3.8
25 to 54 years	569,230	602,650	33,420	5.9
55 years and over	141,470	165,950	24,480	17.3
Men	561,130	584,560	23,430	4.2
Under 25 years	75,220	75,470	250	0.3
25 to 54 years	386,910	397,180	10,270	2.7
55 years and over	99,000	111,900	12,900	13.0
Women	244,020	282,060	38,040	15.6
Under 25 years	19,240	22,550	3,310	17.2
25 to 54 years	182,320	205,460	23,140	12.7
55 years and over	42,470	54,050	11,580	27.3
<b>Newfoundland and Labrador</b>				
Both sexes	49,940	49,120	-820	-1.6
Under 25 years	4,700	4,650	-50	-1.1
25 to 54 years	34,200	32,880	-1,320	-3.9
55 years and over	11,040	11,590	550	5.0
Men	31,460	30,690	-770	-2.4
Women	18,490	18,440	-50	-0.3
<b>Prince Edward Island</b>				
Both sexes	11,480	12,140	660	5.7
Under 25 years	1,160	1,240	80	6.9
25 to 54 years	7,530	7,820	290	3.9
55 years and over	2,790	3,080	290	10.4
Men	7,230	7,580	350	4.8
Women	4,250	4,570	320	7.5
<b>Nova Scotia</b>				
Both sexes	40,410	42,680	2,270	5.6
Under 25 years	4,520	4,800	280	6.2
25 to 54 years	28,100	29,100	1,000	3.6
55 years and over	7,790	8,770	980	12.6
Men	27,130	27,960	830	3.1
Women	13,280	14,710	1,430	10.8
<b>New Brunswick</b>				
Both sexes	43,990	45,120	1,130	2.6
Under 25 years	4,240	4,280	40	0.9
25 to 54 years	30,450	30,560	110	0.4
55 years and over	9,310	10,290	980	10.5
Men	30,640	30,640	0	0.0
Women	13,350	14,480	1,130	8.5
<b>Quebec</b>				
Both sexes	246,840	254,190	7,350	3.0
Under 25 years	31,050	30,490	-560	-1.8
25 to 54 years	170,910	173,780	2,870	1.7
55 years and over	44,880	49,920	5,040	11.2
Men	175,340	178,120	2,780	1.6
Women	71,500	76,070	4,570	6.4
<b>Ontario</b>				
Both sexes	258,700	268,010	9,310	3.6
Under 25 years	28,440	28,670	230	0.8
25 to 54 years	190,640	192,940	2,300	1.2
55 years and over	39,620	46,400	6,780	17.1
Men	181,880	179,280	-2,600	-1.4
Women	76,830	88,730	11,900	15.5

<sup>P</sup> preliminary

**Note:** The number of beneficiaries receiving regular benefits excludes claimants receiving training, job creation and self-employment benefits as well as other employment and support measures benefits.

# Beneficiaries receiving regular benefits by age group, sex, province and territory

	February 2009	February 2010 <sup>P</sup>	February 2009 to February 2010	February 2009 to February 2010
Unadjusted for seasonality				
	number		change in number	% change
<b>Manitoba</b>				
Both sexes	16,280	19,570	3,290	20.2
Under 25 years	2,320	2,770	450	19.4
25 to 54 years	11,220	13,190	1,970	17.6
55 years and over	2,740	3,610	870	31.8
Men	12,350	14,690	2,340	18.9
Women	3,930	4,880	950	24.2
<b>Saskatchewan</b>				
Both sexes	14,490	16,840	2,350	16.2
Under 25 years	1,750	2,120	370	21.1
25 to 54 years	9,770	11,130	1,360	13.9
55 years and over	2,970	3,590	620	20.9
Men	10,600	12,100	1,500	14.2
Women	3,890	4,740	850	21.9
<b>Alberta</b>				
Both sexes	38,950	61,540	22,590	58.0
Under 25 years	5,140	7,290	2,150	41.8
25 to 54 years	27,480	43,740	16,260	59.2
55 years and over	6,330	10,510	4,180	66.0
Men	27,400	41,310	13,910	50.8
Women	11,550	20,230	8,680	75.2
<b>British Columbia</b>				
Both sexes	81,130	94,260	13,130	16.2
Under 25 years	10,830	11,390	560	5.2
25 to 54 years	56,770	65,200	8,430	14.8
55 years and over	13,540	17,680	4,140	30.6
Men	55,130	60,040	4,910	8.9
Women	26,000	34,220	8,220	31.6
<b>Yukon</b>				
Both sexes	1,280	1,400	120	9.4
Under 25 years	140	160	20	14.3
25 to 54 years	870	940	70	8.0
55 years and over	270	300	30	11.1
Men	870	960	90	10.3
Women	410	440	30	7.3
<b>Northwest Territories</b>				
Both sexes	940	1,000	60	6.4
Under 25 years	100	110	10	10.0
25 to 54 years	710	760	50	7.0
55 years and over	130	140	10	7.7
Men	670	700	30	4.5
Women	280	310	30	10.7
<b>Nunavut</b>				
Both sexes	530	550	20	3.8
Under 25 years	60	60	0	0.0
25 to 54 years	420	450	30	7.1
55 years and over	50	40	-10	-20.0
Men	390	420	30	7.7
Women	140	140	0	0.0

<sup>P</sup> preliminary

**Note:** The number of beneficiaries receiving regular benefits excludes claimants receiving training, job creation and self-employment benefits as well as other employment and support measures benefits.

## Beneficiaries receiving regular benefits by census metropolitan areas

	February 2009	February 2010 <sup>P</sup>	February 2009 to February 2010	February 2009 to February 2010
Unadjusted for seasonality				
	number		change in number	% change
<b>Newfoundland and Labrador</b>				
St. John's	6,130	6,430	300	4.9
<b>Nova Scotia</b>				
Halifax	6,700	7,540	840	12.5
<b>New Brunswick</b>				
Saint John	2,610	3,380	770	29.5
<b>Quebec</b>				
Saguenay	6,680	6,330	-350	-5.2
Québec	15,260	15,370	110	0.7
Sherbrooke	4,580	4,460	-120	-2.6
Trois-Rivières	4,820	5,080	260	5.4
Montréal	75,430	86,400	10,970	14.5
Ottawa-Gatineau, Gatineau part	4,400	4,920	520	11.8
<b>Ontario</b>				
Ottawa-Gatineau, Ottawa part	7,530	9,390	1,860	24.7
Kingston	1,980	2,440	460	23.2
Oshawa	6,610	7,190	580	8.8
Toronto	89,940	98,790	8,850	9.8
Hamilton	13,680	12,430	-1,250	-9.1
St. Catharines-Niagara	11,190	11,730	540	4.8
Kitchener	10,470	9,770	-700	-6.7
London	10,170	9,430	-740	-7.3
Windsor	11,830	7,580	-4,250	-35.9
Greater Sudbury	3,780	5,730	1,950	51.6
Thunder Bay	3,010	3,030	20	0.7
<b>Manitoba</b>				
Winnipeg	7,530	9,800	2,270	30.1
<b>Saskatchewan</b>				
Regina	1,390	2,110	720	51.8
Saskatoon	2,440	3,030	590	24.2
<b>Alberta</b>				
Calgary	12,310	20,060	7,750	63.0
Edmonton	11,510	17,730	6,220	54.0
<b>British Columbia</b>				
Abbotsford-Mission	3,430	4,710	1,280	37.3
Vancouver	29,140	37,540	8,400	28.8
Victoria	3,620	4,520	900	24.9

<sup>P</sup> preliminary

**Note:** The number of beneficiaries receiving regular benefits excludes claimants receiving training, job creation and self-employment benefits as well as other employment and support measures benefits.

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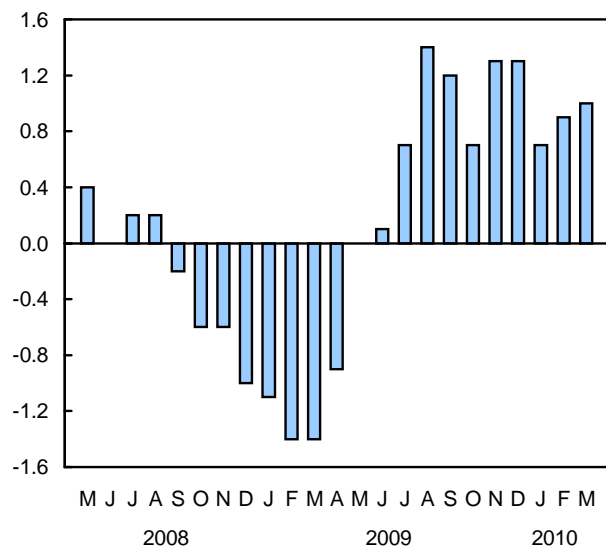
## Leading indicators

March 2010

The composite leading index rose 1.0% in March, matching its average monthly increase since July 2009. However, the sources of growth continued to shift away from housing to other sectors of consumer demand and manufacturing.

### Composite leading indicator

smoothed % change



The housing index rose by 0.2%, its smallest increase since its current upturn began in the spring of 2009. At its peak last summer, the housing index

was rising over 5% a month. The recent slowdown originated in a retreat of existing home sales from their record posted late in 2009. Housing starts continued to increase.

Elsewhere, consumer spending was mixed. Furniture and appliance sale rose 1.3%, their largest advance since June 2006. Spending on other durable goods declined 0.5% after eight months of strong growth. Services employment increased 0.6% with strength evident in both the personal and business sectors.

Manufacturing demand continued to recover. New orders rose 3.2%, their third increase in four months. The increased ratio of shipments to inventories was driven mostly by higher sales. Export industries have led the rebound in sales, as demand for capital goods continued to languish. Factories remained restrained in hiring, and the average workweek fell again. The outlook for export demand was buoyed by further gains in the leading indicator for the United States.

**Available on CANSIM: table 377-0003.**

**Definitions, data sources and methods: survey number 1601.**

This release will be reprinted in the May 2010 issue of *Canadian Economic Observer*, Vol. 23, no. 5 (11-010-X, free). For more information on the economy, consult the *Canadian Economic Observer*.

For more information, or to enquire about the concepts, methods or data quality of this release, contact Philip Cross (613-951-9162; [ceo@statcan.gc.ca](mailto:ceo@statcan.gc.ca)), Current Economic Analysis Group.

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## Leading indicators

	October 2009	November 2009	December 2009	January 2010	February 2010	March 2010	Last month of data available % change
<b>Composite leading indicator (1992=100)</b>	<b>222.8</b>	<b>225.6</b>	<b>228.5</b>	<b>230.0</b>	<b>232.1</b>	<b>234.4</b>	<b>1.0</b>
Housing index (1992=100) <sup>1</sup>	126.6	130.5	134.0	135.9	138.4	138.7	0.2
Business and personal services employment ('000)	2,874	2,884	2,906	2,917	2,931	2,949	0.6
S&P/TSX stock price index (1975=1,000)	10,867	11,082	11,273	11,319	11,366	11,591	2.0
Money supply, M1 (\$ millions, 1992) <sup>2</sup>	202,959	205,641	207,903	209,751	211,630	212,863	0.6
US Conference Board leading indicator (1992=100) <sup>3</sup>	123.9	124.9	125.9	127.0	128.1	128.9	0.6
<b>Manufacturing</b>							
Average workweek (hours)	37.1	37.0	36.9	36.6	36.4	36.3	-0.3
New orders, durables (\$ millions, 1992) <sup>4</sup>	17,095	18,266	19,790	19,518	20,698	21,365	3.2
Shipments/inventories of finished goods <sup>4</sup>	1.60	1.63	1.66	1.70	1.73	1.77	0.04 <sup>5</sup>
<b>Retail trade</b>							
Furniture and appliance sales (\$ millions, 1992) <sup>4</sup>	2,826	2,848	2,860	2,867	2,902	2,939	1.3
Other durable goods sales (\$ millions, 1992) <sup>4</sup>	9,620	9,752	9,862	9,922	10,017	9,971	-0.5
<b>Unsmoothed composite leading indicator</b>	<b>225.8</b>	<b>232.4</b>	<b>233.3</b>	<b>232.8</b>	<b>236.2</b>	<b>237.4</b>	<b>0.5</b>

1. Composite index of housing starts (units) and house sales (multiple listing service).
2. Deflated by the Consumer Price Index for all items.
3. The figures in this row reflect data published in the month indicated, but the figures themselves refer to data for the month immediately preceding.
4. The figures in this row reflect data published in the month indicated, but the figures themselves refer to data for the second preceding month.
5. Difference from previous month.

## Large urban transit

February 2010 (preliminary)

Operating revenue (excluding subsidies) for 10 of Canada's largest urban transit properties rose 11.7% from February 2009 to \$223.7 million in February.

These 10 companies represent about 80% of total urban transit across the country.

Ridership levels rose to 129.5 million passenger trips in February, a 10.1% increase from the same month a year earlier.

**Available on CANSIM: table 408-0004.**

**Definitions, data sources and methods: survey number 2745.**

For more information, or to enquire about the concepts, methods or data quality of this release, contact Client Services (toll-free 1-866-500-8400; fax: 613-951-0009; [transportationstatistics@statcan.gc.ca](mailto:transportationstatistics@statcan.gc.ca)), Transportation Division. ■

## Construction Union Wage Rate Index

March 2010

The Construction Union Wage Rate Index (including supplements) for Canada remained unchanged in March compared with the previous month. The composite index increased 3.1% compared with March 2009.

**Note:** Union wage rates are published for 16 trades in 22 metropolitan areas for both the basic rates and rates including selected supplementary payments. Indexes on a 2007=100 time base are calculated for the same metropolitan areas and are published for those where a majority of trades are covered by current collective agreements.

**Available on CANSIM: tables 327-0003 and 327-0045.**

**Definitions, data sources and methods: survey number 2307.**

The fourth quarter 2009 issue of *Capital Expenditure Price Statistics* (62-007-X, free) will be available soon.

The construction union wage rate index for April will be released on May 20.

For more information, or to enquire about the concepts, methods, or data quality of this release, contact Client Services (toll-free 1-888-951-4550; 613-951-4550; fax: 613-951-3117; [ppd-info-dpp@statcan.gc.ca](mailto:ppd-info-dpp@statcan.gc.ca)), Producer Prices Division. ■

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## Real estate rental and leasing and property management industries

2008

The 2008 edition of *Service Bulletin: Real Estate Rental and Leasing and Property Management Industries*, which contains industry highlights along with financial data including revenues, expenses, and operating profit margins, is now available.

**Definitions, data sources and methods: survey number 4705.**

The publication *Service Bulletin: Real Estate Rental and Leasing and Property Management Industries*, 2008 (63-249-X, free), is now available from the *Key resource* module of our website under *Publications*.

For more information, or to enquire about the concepts, methods or data quality of this release, contact Client Services (toll-free 1-877-801-3282; 613-951-4612; [servicesind@statcan.gc.ca](mailto:servicesind@statcan.gc.ca)), Service Industries Division. ■

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## New products and studies

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# The Daily

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**Releases**

**Canada's balance of international payments, first quarter 2008** 2  
The current account surplus with the rest of the world (on a seasonally adjusted basis) increased sharply to \$5.3 billion in the first quarter of 2008, led by higher prices for mineral exports. Merchandise exports continued with a lower trade deficit, in the financial account, foreign direct investment flows into Canada showed significantly from the expenditure-driven pace of the previous quarter, while Canadian direct investment abroad continued to strengthen.

**Payroll employment, earnings and hours, March 2008** 7

**Study: The year in review for vulnerable trade, 2007** 9

**Public sector employment, first quarter 2008** 10

**Consumer and Manufacturer Services Price Index, April 2008** 11

**Placement of tertiary status and tenure profile, April 2008** 12

**Health Indicators, 2008** 12

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**2006 Census profiles**

With the inclusion of the income and earnings release components, the complete cumulative profile is now available for census divisions, census subdivisions, dissemination areas, forward sortation areas, designated places, urban areas, and census metropolitan areas and census agglomerations with census subdivisions. To obtain these profiles in electronic format (across various for different geography levels), contact Statistics Canada's National Contact Centre.

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